

## **Additional Information:**

### **Delivery:**

Normal delivery is **1 – 3 business days**. Corporate Express will provide JIT (just-in-time) next day delivery on most orders. On large/bulk line item quantities the contractor will be expected to provide a reasonable quantity within the three (3) business days but will have a total of fifteen (15) business days to completely fill the applicable line item(s) on the order

### **Returns:**

Defective, outdated, damaged, duplicate, and items shipped in error shall be replaced free of charge. Contractor is responsible for shipping cost.

Items ordered in error may be subject to restocking fee and shipping charge. All returns are to be executed within thirty (30) days of receipt of order. A return authorization shall be issued by the contractor within seven (7) days of notification.

### **Training:**

Training relative to E-Way is available through Corporate Express. Contact Corporate Express for customized reports and services. In-house inventory management consulting services are offered by Corporate Express at no additional charge.

### **Non-Exclusivity:**

This is a **Non-Exclusive** Contract, and shall not in any way preclude Agencies from entering into similar agreements and/or arrangements with other vendors or from acquiring similar, equal or like goods and/or services from other entities or sources.

If this catalog contract will not satisfy your office supply needs, then you must follow established purchasing procedures to obtain products. Permission to bypass this contract is not required.